

SIX FLAGS NEW ENGLAND	
SUBJECT: LOST PERSON PROCEDURES	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

LOST PERSON PROCEDURES

SIGNAL 12

I. Purpose

To provide guidelines for the proper handling of lost persons by Six Flags New England personnel.

II. Policy

- 9.1 Each report of lost persons, particularly those involving children, shall be handled in a manner that encourages a safe and efficient reunification of parties.
- 9.2 Although most reports of lost persons do involve children, factors to be considered when the lost person is an adult include medical needs, mental incapacity, and recent interpersonal disputes.
- 9.3 Every effort should be made to alleviate the fears of parents/ guardians by assuring them that every effort will be made to locate the lost person.

Paging

- 9.4 Park pages are not usually completed in incidences of lost persons. The inherent atmosphere of the Park, combined with the likelihood that the lost person may be on a ride or within a retail shop/ show venue, limits the effectiveness of pages. Increasing the frequency of pages would serve to further reduce their effectiveness.
- 9.5 Pages may be made in medical emergencies with the approval of First Aid.
- 9.6 Security Supervisors may authorize pages in consideration of extraordinary circumstances.

Park Personnel

- 9.7 Lost persons will most often be reported to front-line employees. Employees must be cognizant that this is a generally stressful situation for those involved, and thereby make every effort to assist the Guest while assuaging their fears.
- 9.8 Whenever possible, the employee shall escort the reporting party to Lost Parents for assistance. Barring this, the employee may verbally direct the Guest, if an adult, to Lost Parents, or contact the Operations Base Dispatcher to dispatch an officer.
- 9.9 When approached by a Guest (under the age of thirteen) reporting himself or

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herself as lost, the employee shall physically escort the party to Lost Parents or contact Operations Base Dispatcher.

- 9.10 It is the responsibility of each employee to be aware of the location of Lost Parents, relative to his or her work location.

Lost Parents

- 9.11 Lost Parents personnel shall make every attempt to keep the reporting party calm and assuage any fears he or she may verbalize.
- 9.12 Lost Parents personnel should attempt to gain any pertinent information from the Guest including the lost person's name, physical description, clothing description, and last known location.
- 9.13 This information should be relayed to Operations Base Dispatcher so that a lookout can be transmitted.
- 9.14 In the event that the reporting party becomes disorderly or physically combative, Lost Parents must notify Operations Base Dispatcher immediately so that an officer can be dispatched to the scene.
- 9.15 In the event that children are brought to Lost Parents, the attendant shall document the child's name; children under thirteen years of age shall not be allowed to leave the facility until released to a parent or guardian.
- 9.16 Additional policies, as documented in the Lost Parents Manual, apply.

Operations Base Dispatcher

- 9.17 It is the responsibility of the Operations Base Dispatcher to dispatch officers quickly and efficiently to reports of lost persons; these shall be documented with a call card.
- 9.18 Upon receiving descriptive information from Lost Parents, the Operations Base Dispatcher shall broadcast a lookout to be documented on the Call Card.
- 9.19 Upon receiving descriptive information from security personnel, the Operations Base Dispatcher shall ensure that the lost person is not located in either Lost Parents or First Aid prior to transmitting a lookout.
- 9.20 The Operations Base Dispatcher shall ensure that each lookout is acknowledged, either by telephone or via radio, by the in-charge Gate Officer and mobile units.

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- 9.21 The lookout shall be broadcast every thirty minutes until such time as the lost person is reunited with his or her party.
- 9.22 The Security Shift Supervisor shall be notified in the event that thirty minutes search time has elapsed with no results.
- 9.23 Reunification of parties shall be documented on the Call Card.

Security Personnel

- 9.24 Parties reporting lost persons shall be assisted directly by the officer. In the event that prior response to a priority call prevents this, the party should be verbally directed to Lost Parents.
- 9.25 The officer shall contact Lost Parents and First Aid to determine whether the lost person is at these locations. In the event that the lost person is not at these locations, the officer shall contact Operations Base Dispatcher so that a lookout can be broadcast. The reporting person should be informed that a lookout is being broadcast to security personnel and that all lost persons are directed to Lost Parents.
- 9.26 In the event that the lost person is very young (generally under the age of six), the officer shall stay with the reporting party. The Security Shift Supervisor shall be immediately notified.
- 9.27 All officers receiving lookouts shall document the descriptive information and make a thorough search of their areas. This is best completed by beginning at one end of one's area and searching towards the opposite end. The officer should remember to check queue lines, retail areas, and restrooms. Arcades should be a focal point as children are apt to visit these locations.
- 9.28 The Security Main Gate Officer in charge and mobile units should acknowledge any lookouts received from the Radio.
- 9.29 One gate officer, at minimum, shall be positioned facing the park interior entrance area so as to observe Guests exiting the Park.

Park Sweep

- 9.30 Parties often become separated at closing. An officer receiving such notification shall follow the preceding steps with the exception that the Guest shall be advised to wait at the Main Gate so as to better observe any attempt to exit by the lost person.
- 9.31 In the event that the parties are not reunited as of the completion of sweep, the

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following shall occur:

- A. The Security Shift Supervisor shall be notified.
- B. Mobile Units shall be advised concerning the description and location of the party's vehicle and shall check to determine whether the lost person is there.
- C. Alternative methods of having left property (i.e. friend or other parent) shall be explored.
- D. Security personnel shall conduct a reverse sweep of the Park.

9.32 In the event that the person continues to be unaccounted for, Local Law Enforcement shall be notified.

Possible Abductions

9.33 In the event that information is communicated indicating the possibility of abduction, the following personnel shall be notified:

- A. Security Shift Supervisor
- B. Safety & Risk Manager
- C. Security Manager
- D. Unit 10
- E. Local Law Enforcement

9.34 The Operations Base Dispatcher will be instructed to broadcast a lookout on all frequencies.

9.35 Unit 10 will ensure that all departmental Managers' on duty are advised of the situation. Unit 10 will further ensure that prescribed emergency notifications are conducted.

9.36 At the discretion of the Security Manager's on duty, mobile units may be positioned so as to observe vehicular exit traffic.

9.37 Six Flags personnel will provide additional assistance as needed, requested, or directed, to local law enforcement in an effort to positively resolve the incident and locate the missing party.